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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,770	03/31/2001	Anil K. Annadata	M-11405 US	6431

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EXAMINER

NGUYEN, QUYNH H

ART UNIT PAPER NUMBER

2614

DATE MAILED: 09/05/2006

Please find below and/or attached an Office communication concerning this application or proceeding.



### **DETAILED ACTION**

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

#### ***Response to Amendment***

2. Applicant's amendment filed on 6/21/06 has been entered. No claims have been amended. No claims have been cancelled. No claims have been added. Claims 1-41 are still pending in this application, with claims 1, 13, and 23 being independent.

#### ***Claim Rejections - 35 USC § 103***

3. Claims 1- 41 are rejected under 35 U.S.C. 103(a) as being unpatentable over Anderson et al. (U.S. Patent 6,681,010) in view of Dilip et al. (U.S. Patent 6,704,409).

Regarding claims 1, 13, and 23, Anderson et al. teach the steps of: forming a list of agent data (col. 2, lines 17-29 and lines 44-46), wherein the agent data comprises authorization information, wherein the authorization information is configured to indicate which of a plurality of types of communication media (col. 2, lines 6-48 - *whether agents logged onto ACD 32 for computer tasks or switch 20 for telephone tasks*) the agent is authorized to access (col. 3, line 61; col. 4, line 66 through col. 5, line 9 - *agents are authorized to log onto the switch*). For example, an agent handling only telephone call transactions may only logged onto switch 20; an agent handling only e-mail messages or application requests may logged onto ACD 32, and status information regarding a

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corresponding status of the agent for each of the types of communication media (col. 4, lines 15-19; col. 7, lines 11-62).

Anderson et al. does not explicitly teach maintaining real-time data for multi-channel communication queuing.

Dilip et al. teach maintaining real-time data for multi-channel communication queuing (abstract and col. 2, lines 24-37).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Dilip into the teachings of Anderson for the purposes of providing capability of controlling real-time transaction and capable of providing the highest priority transaction to an available agent. Maintaining real-time data for a call center is the obvious way to operate a customer service center. This is the nature of the customer service center.

Regarding claims 2, 14, and 24, Anderson et al. teach the data includes information related to the agent's skills (col. 2, lines 32-35; col. 5, lines 6-15).

Regarding claims 3, 15, and 25, Anderson et al. teach maintaining a list of media route (col. 3, lines 57-64; col. 5, lines 42-56).

Regarding claims 4, 16, and 26, Dilip et al. teaches compiling statistic of the media routes or for a communication channel of a specific media type including at least one of: waiting time during a period, handling time during a period (col. 11, lines 58-60), number of abandon requests, longest waiting time, percentage of available agent, number of work item, and number of work items delivered to an agent.

Regarding claims 5, 17, and 27, Dilip et al. teaches compiling statistic of the media routes or for a communication channel of a specific media type including at least one of: percentage of available agent (col. 12, lines 10-12).

Regarding claims 6, 18, and 28, Dilip et al. teaches compiling statistic of the media routes or for a communication channel of a specific media type including at least one of: availability percent (col. 12, lines 10-12).

Regarding claims 7, 19, and 29, Dilip et al. teach compiling at least one of: the route for the work items (Fig. 2 and col. 6, lines 49-58).

Regarding claims 8, 20, and 30 Dilip et al. teach assigning a priority value to the media routes (abstract, lines 8-10, col. 6, lines 29-38, and col. 7, lines 42-49).

Regarding claims 9, 10, 21, 22, 31, and 32, Dilip et al. do not teach setting a maximum number of queued items for the media routes and a time for escalating a work item. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the mentioned above feature into Dilip's system in order to better manage the customer service center.

Claims 11 and 12 are rejected are rejected for the same reasons discussed above with respect to claim 1. Furthermore, Anderson et al. teach computer instructions to implement the method of these claims (col. 1, lines 57-63; col. 4, lines 37-53).

Regarding claims 33, 36, and 39, Anderson et al. teach each corresponding status of a plurality of corresponding statuses corresponds to a different type of communication media (col. 4, lines 4-18).

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Regarding claims 34, 37, and 40 Dilip et al. teach the agent data includes an amount of time the agent has worked on an active work item using each communication media (col. 3, lines 53-65; col. 11, lines 58-60).

Regarding claims 35, 38, and 41 Dilip et al. teach corresponding status of the agent is maintained in real-time (col. 13, lines 30-40).

### ***Response to Arguments***

4. Applicant's arguments with respect to claims 1-41 have been considered but are moot in view of the new ground(s) of rejection.

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

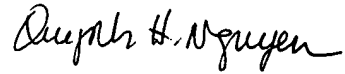
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wing Chan, can be reached on 571-273-7493. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should

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you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free).

A handwritten signature in black ink, appearing to read "Quynh H. Nguyen". The signature is fluid and cursive, with the first name "Quynh" being more prominent.

qhn

Quynh H. Nguyen

September 01, 2006